METHOD AND SYSTEM FOR SCHEDULED DELIVERY OF TRAINING TO CALL CENTER AGENTS

ABSTRACT OF THE DISCLOSURE

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Scheduling and delivering training or other information to agents in a call center or other constituent contact system. Agent schedule data from a workforce management component or agent workload data from a work distribution component is analyzed to

10 determine whether an agent is scheduled for training or is available for training, respectively. The agent's terminal user interface is monitored to determine whether the agent is interacting with constituents. If the agent is not busy, training materials or other information are delivered over a communications network to the agent's terminal. To avoid interference

15 between a training session and customer call activities, the agent may be disconnected from the system's customer contact engine before delivery of the training materials is complete. If call volume to the call center exceeds a predetermined threshold during agent training, the training session is discontinued so that the agent may resume serving customers.

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